Appendix A: N.C. Medicaid Automated Voice Response (AVR) System

800-723-4337

24 hours a day, 7 days a week*

*Except for system maintenance, 1:00 a.m. to 5:00 a.m. on the 1st, 2nd, 4th, and 5th Sundays of the month and 1:00 a.m. to 7:00 a.m. on the 3rd Sunday

The Automated Voice Response (AVR) system allows enrolled providers to readily access detailed information on the following N.C. Medicaid topics using a touch-tone telephone:

- ☎ Checkwrite Information
- ☎ Current Claim Status
- ☎ Dental Benefit Limitations
- ☎ Drug Coverage Information
- ☎ Hospice Participation
- ☎ Managed Care Enrollment (CCNC/CA)
- ☎ Prior Approval Information
- ☎ Procedure Code Pricing
- ☎ Recipient Eligibility Verification
- ☎ Refraction Benefit Limitations

Providers are granted access to the AVR by entering either the Medicaid Provider number (MPN) or National Provider Identifier (NPI). Have the required information (below) available before placing your call. Providers are allowed up to 15 transactions per call.

Transaction	Description	Required Information
1	Verify claim status	MPN or NPI, MID, "from" date of service (DOS), total billed amount
2	Checkwrite information	MPN or NPI
3	Drug coverage	MPN or NPI, drug code, and DOS
4	Procedure code pricing, CAP pricing, and modifier information	MPN or NPI, procedure code, and type of treatment code or modifier code
5	Prior approval	MPN or NPI, procedure code, type of treatment code or modifier code, and MID
6	Recipient eligibility and coordination of benefits; managed care status or hospice status	MPN or NPI, MID or SSN, DOS, and "from" DOS **Note:** Response includes CA/CCNC PCP name and telephone number
7	Sterilization consent and hysterectomy statement	MPN or NPI, MID, and DOS
9	Repeat options 1 through 7	

Alphabetic Data Table

The following table is a reference for using alphabetic data. Use the numeric codes to identify the letters necessary. Be sure to press the asterisk (*) key before entering the numeric codes.

A –*21	E –*32	I –*43	M –*61	Q –*11	U –*82	Y –*93
B –*22	F –*33	J –*51	N –*62	R –*72	V –*83	Z –*12
C –*23	G –*41	K –*52	O –*63	S –*73	W –*91	
D –*31	H –*42	L –*53	P –*71	T –*81	X –*92	